

# Momentum Healthware Client Profile

## St. Francis Health Services uses Momentum's Electronic Health Record to streamline operations and enhance quality of care

### SITUATION

Like many health service organizations, St. Francis facilities were inundated with paper-based records. "Before we implemented Momentum's solutions, we were basically 100% paper," states Amanda Johnson, Director of Quality Management at St. Francis Health Services. "We had numerous inconsistencies in our documentation, records were in multiple places, the information was hard to retrieve quickly, and things weren't always current."

In addition, St. Francis needed a solution to help them more easily and accurately monitor their documentation, and have central access to all facility records for quality assurance and survey compliance across their multi-site locations.

To solve those issues, St. Francis turned to Momentum Healthware. "We were looking for a way to integrate the entire interdisciplinary team into one medical record, streamline the whole documentation process for all users, and empower our staff to succeed in the delivery of, and improve, resident care," says Amanda.

### SOLUTION

St. Francis chose to implement Momentum Healthware's entire Care Management electronic health record system. "We're fully integrated. We use all the modules in the EHR suite actively every day. It's a live care plan," says Amanda.

The first step in the process was to bring together staff from all the locations for an initial planning session, facilitated by Momentum. After establishing specific goals for each location, St. Francis staff members completed a "train the trainer" session. Momentum also provided onsite training. And at each facility using the software, advanced users went through a process of setting up residents and care paths.

Once the initial installation and setup was complete, St. Francis continued their relationship with the Momentum team. "We have an excellent relationship with Momentum," says Amanda. "We've continued to work with them as we've purchased additional products and added new facilities. And their customer support is very good."

### Solution Brief

#### Organization

St. Francis Health Services  
Founded in 1984, St. Francis provides services to older adults and residents with mental and developmental disabilities.

#### Facilities

9 skilled nursing homes  
75 group homes  
2 home health agencies  
5 assisted living centers  
3 independent living centers

#### Employees

2,100

#### Situation

St. Francis was inundated with paper-based records across multi sites, making it difficult to manage documentation and resident care.

#### Solution

Momentum Care Management (EHR)  
Momentum MDS  
Microsoft SQL Server

#### Benefits

"Staff members have more time to spend with residents, because they spend less time entering and retrieving information. Our residents receive better care."

*says Amanda Johnson,  
Director of  
Quality Management.*



# easy access

“The direct care staff members have more time to spend with residents, because they spend less time entering and retrieving information.”

Amanda Johnson, Director of Quality Management

## BENEFITS

### *Compliance*

The Momentum solution aided in compliance by helping the staff set clear, measurable expectations. St. Francis can pre-schedule activities, and assign responsibilities. People know exactly who's supposed to do what, and the whole process is very easy to review. “With a few simple steps, it's easy to set up an environment where our staff can succeed and comply,” says Amanda. “We've definitely seen an improvement in compliance.”

### *Quick and easy*

Momentum's EHR solution allows all staff members with appropriate HIPAA security access to quickly and easily view current, pertinent information at any time, for any resident. “I can access every resident chart quickly and efficiently, says Kim Schroeder, Director of Nursing at the West Wind Village (one of St. Francis' skilled nursing facilities). “Our nursing staff is quickly able to admit residents and all of the required assessments are available to them right away. Now we are able to spend more time with our residents and less time on the paperwork aspect of nursing.”

### *Accurate*

In addition to fast, easy access to information, entering data directly into the system also removes several opportunities for error. Checklists ensure procedural steps aren't skipped. “It makes all of our data entry more accurate,” says Amanda, “with far less chance of missing things.”

### *Wireless, easy access, point of care*

St. Francis is making good use of wireless technologies today, taking advantage of the instant access to information provided by the Momentum system.

“With our wireless laptops and tablets, we can do record reviews and updates while we're in a standup meeting, review a resident care record while we're with the family, or update admissions information right in the resident's room,” says Amanda.

Nursing assistants enter information directly into the system via wireless laptops as well. “They will enter appetite monitoring stats directly into the system,” says Amanda, “rather than write it on paper, review it, then enter it later. That whole process has greatly improved.”

Ultimately, the system's benefits come down to one thing — the residents. “Staff members have more time to spend with residents, because they spend less time entering and retrieving information,” says Amanda. “Our residents receive better care.”

## WHAT'S NEXT

St. Francis prides itself on being on the cutting edge of technology. “We are constantly looking for ways to improve our residents' life and quality of care,” states Amanda. “You can't let the fear of the unknown keep you from doing what you need to do.”

They plan to expand their use of technology, as well as their implementation of Momentum solutions. All of their nursing home facilities are currently using the Momentum EHR package, and they will all soon be up and running with the Dietary Management solution.

**For more information about St. Francis Health Services, go to [www.sfhs.org](http://www.sfhs.org).**

## Momentum Healthware

### Trusted Provider for Long-Term Care

Thousands of facilities trust Momentum Healthware to provide the most comprehensive Microsoft-based solution for long-term care organizations. Momentum offers software solutions that fully-integrate the continuum of care — from independent living, to assisted living, to nursing homes.

Momentum solutions enable an improved quality of care, reimbursement accuracy, simplified reporting documentation, and substantial improvement in staff efficiency and overhead costs.



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